



## YOU & the Seminole County Health Department

The passion, creativity, and capability of the Seminole County Health Department's 200 plus employees, volunteers and interns has never been stronger. In 2011, our leadership has never been more challenged to find ways to continue providing needed services in our community. Assessing the community resources and need, prioritizing our services and re-defining our financial sustainability in this tough economy have not been easy. Our decisions are guided by maintaining a focus on customer service and health outcomes.

We would like to take this opportunity to thank our customers, our community and partners for their support throughout the year. We are proud to be part of a continuous learning process, humbled by urgent challenges in our community, and committed to placing our full attention and effort toward "building a healthier future for our community". 2012 is going to be a pivotal year in the journey of the Seminole County Health Department and we are counting on you to be part of the future.

Sincerely,  
Michael J. Napier, M.S.  
Administrator

## Business & Community Services Division

### Dental

- + Continued support of the Dental Care Access Foundation by providing staff, supplies and facilities during two evening clinics a month. These clinics cared for adults with urgent dental emergencies.
- + Over 11,500 patient were cared for.

### Appointments & Eligibility

- + Decreased no-show rates for client appointments from 24% in 2010 to 16% in 2011 for our clinical services.
- + The number of clients approved for the Family Planning Waiver program increased by over 30%.

### Billing

- + There was a 21% increase in the number of women applying for and receiving Emergency Medical Assistance.

### Tobacco

- + Seven schools adopted the Student Working Against Tobacco Program.
- + One Candy Flavored Tobacco Resolution was adopted by Lake Mary.

### Vitals

- + 11,006 birth certificates and 22,196 death certificates were issued.
- + 2,932 babies were born in Seminole County and 5,978 Seminole County residents passed away.



## Clinical Services Division

### Family Planning

- ✚ The new Family Planning process that has been introduced into clinic has decreased our wait time by 15%, increased our same day availability by 50% and increased both staff and patient satisfaction which is now over 95%. Our no show rate for Same Day Appointments dropped to a new low of 7%, the average no show rate being 10%.

### Breast & Cervical Cancer Educational Program

- ✚ Provided 454 breast screenings & diagnostic services.
- ✚ Provided 167 pap tests & cervical diagnostic services.

### WIC

- ✚ Provided services to 14,251 women, infants and children.
- ✚ Served 95.7% of potentially eligible Seminole County residents.

### Healthy Start

- ✚ Provided services to 3,568 women & 1,312 infants.
- ✚ The Teen Pregnancy Prevention Program had 35 students graduate from high school.

### Clinic

- ✚ Our clinic saw 2,914 Child Health visits over the past year. The visits included Well Child, Acute Care and School Physicals.
- ✚ Our clinic provided a grand total of 19,385 patient services.

### Prenatal

- ✚ Our private maternity clinic had a total of 504 deliveries and a grand total of 5,559 prenatal client appointments in 2011. Our providers delivered out of both Florida Hospital and Central Florida Regional Hospital for deliveries and see our clients on Monday afternoon, all day Tuesday, Wednesday, and Friday. The client satisfaction rate is at 99%.

## Community Health Division

### Tuberculosis

- ✚ 130 clients were treated for Latent Tuberculosis and 85% completed the drug regimen.
- ✚ 13 clients were treated for Active Tuberculosis and 12 of them were cured.

### Epidemiology & Hepatitis

- ✚ 700 cases of reportable diseases and individual food borne illness complaints were investigated.
- ✚ 671 doses of Hepatitis A and/or Hepatitis B vaccine were administered.

### HIV/STD/Specialty Care Clinic

- ✚ Services increased from 28,970 to 34,201.
- ✚ Gonorrhea cases decreased by 34% and Chlamydia dropped by 3.5%.

### Immunizations

- ✚ Provided more than 28,000 vaccines to 17,525 clients.
- ✚ 99% of one-year-old and two-year-old clients were up-to-date with their immunizations.

### Environmental Health

- ✚ The program received an overall rating of 95% on the Community Environmental Health Program Evaluation.
- ✚ The PACE Program continues to be active in both Oviedo and Altamonte Springs.

### School Health

- ✚ 18,412 students were screened for either vision, hearing or scoliosis issues.